



**EASTERN MICHIGAN UNIVERSITY
STUDENT RECREATION
INTRAMURAL DEPARTMENT**

FRONT COUNTER ATTENDANT

PAYRATE: \$9.65/hour

BASIC FUNCTION

The Front Counter attendant will provide quality customer service to all patrons. In performing the duties of a cashier and/or ID checker, the attendant will learn and comprehend all policies and regulations regarding the building and the front counter area.

REQUIREMENTS

Communication

- Properly relay policy/procedures to patrons in a respectful manner
- Interact positively with supervisors and coworkers
- Seek out answers to questions and communicate prior to any problems
- Take direction/criticism well and deliver direction/criticism effectively

Attitude

- Must work well with others
- Have a positive demeanor and treat all people as individuals

Customer Service

- Acknowledge and confirm customer's need(s)
- Maintain professional appearance and display the appropriate REC/IM uniform with name badge
- Represent EMU positively
- Seek out positive, intentional interactions with the patrons and coworkers
- Provide patrons with information, promptly and accurately
- SMILE

Performs Job Tasks

- Clearly understand job expectations
- Be able to report to the shift on time and report any shift adjustments in a timely manner
- Have a willingness to cover for a coworker when possible and complete the trade on *whentowork.com* software
- Handle emergencies/crisis calmly and efficiently
- Be able to understand and perform all policies and procedures

DUTIES

- Meet Eastern Michigan University requirements for student employment on campus
- Learn, comprehend, and practice all policies and regulations of the REC/IM
- Learn how to operate the cash registers to conduct sales including memberships, group fitness, guest passes, intramurals, equipment and facility rentals
- Issue rented equipment and ensure equipment is returned in good condition
- Remain informed of new issues and concerns by reading information in direct emails sent to your *my.emich* and *WhenToWork* accounts daily

- Answer telephones and use professional phone etiquette when assisting patrons on the telephone
- Act as a liaison between patrons and the department
- Attend all posted mandatory training and staff meetings
- Honor contracted schedule of hours by adhering to all attendance policies, as stated in the REC/IM Student Employee Handbook. It is the responsibility of the individual to find a substitute to cover a shift that he/she/they cannot work
- Responsible for information in Front Counter Training Manual, Membership Handbook, and Student Employee Handbook
- Assist the building supervisor and/or professional staff with special projects and assignments as needed
- Report to work 5 minutes prior to shift changes, to receive special instructions
- Agree to stay off personal cell phones and other electronics while on duty

SUPERVISION RECEIVED

Supervision is received from the Assistant Director of Student Personnel, Graduate Assistant, and Building Supervisor.

QUALIFICATIONS

Ability to communicate accurate information to patrons, excellent interpersonal skills, and prior cashier experience is preferred. Along with communication skills, ability to demonstrate assertiveness while on the job, and the ability to perform calmly and effectively in stressful situations. A friendly demeanor is a must!